

Memorandum

Date: July 30, 2008

To: Valley Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Sacramento Communications Center

File No.: 214.10987.10705.Third Quarter Chapter Inspection

Subject: INFORMAL CHAPTER INSPECTION – THIRD QUARTER 2008

Sacramento Communications Center has completed an informal chapter inspection for the third quarter of 2008. The attached HPG 22.1, *Area Resources Management Guide*, Chapter 1, Area Administration, inspection was completed on July 15, 2008, with no discrepancies or corrections.



S. W. CHAMPION, Captain
Commander

Attachment

Safety, Service, and Security

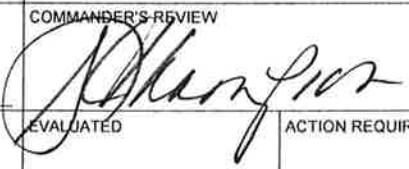
AREA MANAGEMENT EVALUATION

AREA ADMINISTRATION

CHP 453A (Rev. 5-06) OPI 009

AREA Sacramento	DIVISION Valley	NUMBER 214
Comm. Center		
EVALUATED BY Eddie Mitchell & Robyn Snow		DATE 07/15/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY	COMMANDER'S REVIEW 	DATE 07.31.08
1. MANAGEMENT FUNCTIONS		EVALUATED	ACTION REQUIRED

a. What functions of management were observed? Direction, delegation, follow up with subordinate staff.

- | | | |
|----------------------------|---|-----------------------------|
| (1) Planning adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Organization adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (3) Staffing adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (4) Directing adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (5) Controlling adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (6) Delegating adequate? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

2. ORGANIZATION

- | | | |
|---|---|-----------------------------|
| a. Current Organizational Chart? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Lines of authority, responsibility, and training? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. How are personnel informed of commander's absence? | | |
| (1) Alternate assigned? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Division notified via comm-net? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Have collateral duties been assigned to supervisors? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Officers aware of assignments and/or changes? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| d. How was efficiency of the organization tested? Area management maintains a thorough level of review; a recent RDP was reviewed at the PSDSII level, then lieutenant and finally commander. Valley Division returned it with minimal edits. | | |
| e. Is there an appropriate span of control? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

3. JOB DESCRIPTIONS

- | | | |
|--|---|-----------------------------|
| a. Local procedure for periodic review? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Date of last review update? 07/10/2008 | | |
| b. Authority limits explained? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Written job descriptions for positions? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

AREA MANAGEMENT EVALUATION

AREA ADMINISTRATION

CHP 453A (Rev. 5-06) OPI 009

(1) Where are job descriptions kept? Job descriptions are included in the Area SOP, and the electronic file accessible to all supervisors.

(2) Has cross training been conducted?

☒ Yes

☐ No

4. COMMUNICATIONS

EVALUATED

ACTION REQUIRED

CORRECTED

a Commander's methods to disseminate and receive information? All commendables, etc. have personal comment, also verbal recognition.

(1) Does the commander use both formal and informal channels?

☒ Yes

☐ No

(2) How does the commander inform personnel of their contributions and/or accomplishments?

b. Good up and down flow of information within Area?

☒ Yes

☐ No

(1) Commander to supervisors?

☒ Yes

☐ No

(2) Commander to officers through lieutenants/sergeants?

☒ Yes

☐ No

(3) Supervisors to commander?

☒ Yes

☐ No

(4) Supervisors to officers?

☒ Yes

☐ No

(5) Officers to supervisors?

☒ Yes

☐ No

(6) Officers to commander through chain of command?

☒ Yes

☐ No

(7) Between uniformed/nonuniformed employees?

☒ Yes

☐ No

(8) Suggestions for improvement made/tested?

☒ Yes

☐ No

c. Commander and supervisors available for counseling?

☒ Yes

☐ No

(1) Commander attend briefings?

☒ Yes

☐ No

(2) Lieutenant attend briefings?

☒ Yes

☐ No

d. Is the information system effective?

☒ Yes

☐ No

(1) Are personnel aware of current projects?

☒ Yes

☐ No

(2) Weekly correspondence routed?

☒ Yes

☐ No

e. How is the commander kept informed of daily events? Personal conversation, staff meetings, e-mail, delegation through Lt and/or PSDSII's.

f. Are photos on picture board current?

☒ Yes

☐ No

5. AREA AND STAFF MEETINGS

EVALUATED

ACTION REQUIRED

CORRECTED

a Commander or facilitator/manager adequately prepared for meetings?

☒ Yes

☐ No

(1) Do meetings begin on time?

☒ Yes

☐ No

(2) Is there an agenda?

☒ Yes

☐ No

AREA MANAGEMENT EVALUATION

AREA ADMINISTRATION

CHP 453A (Rev. 5-06) OPI 009

b. How often are Area meetings held? Monthly

(1) Who coordinates agenda? Commander

(2) Who takes minutes? Public Safety Dispatch Supervisors

(3) Is action taken, with subsequent follow-up?

☒ Yes ☐ No

c. Are successive meetings held?

☒ Yes ☐ No

d. Are Top Management minutes discussed?

☒ Yes ☐ No

(1) Does commander support departmental programs?

☒ Yes ☐ No

(2) Do employees understand information disseminated?

☒ Yes ☐ No

e. Are special interest programs planned?

☒ Yes ☐ No

f. Are schedules arranged for maximum attendance?

☒ Yes ☐ No

(1) Is information conveyed to absent members?

☒ Yes ☐ No

g. What is the frequency of staff meetings? Monthly

(1) Agendas distributed prior to meetings?

☒ Yes ☐ No

(2) Who attends? All Sacramento Communications Center management, supervisors and Union Representative.

(3) Action taken, with subsequent follow-up?

☒ Yes ☐ No

h. Are sergeants-only meetings held?

☒ Yes ☐ No

i. What is the frequency of nonuniformed meetings? Monthly

(1) Who schedules these meetings? Public Safety Dispatch Supervisors

(2) What is the commander's role? Disseminates information from Division level meetings. Suggests topics for discussion or asks for recommendations, acts on requests.

(3) Action taken, with subsequent follow-up?

☒ Yes ☐ No

6. MANAGEMENT OF TIME

EVALUATED

ACTION REQUIRED

CORRECTED

a. Is time spent on activities proportionate to importance?

☒ Yes ☐ No

b. Commander/lieutenant/sergeants available other than business hours?

☒ Yes ☐ No

7. COLLECTIVE BARGAINING

EVALUATED

ACTION REQUIRED

CORRECTED

a. Does the commander comply with Contract Interpretations (CI)?

☒ Yes ☐ No

(1) Does a library copy of all CIs exist?

☒ Yes ☐ No

(2) Employee groups notified prior to changing policy?

☒ Yes ☐ No

(3) Employee contract training for nonuniformed supervisors?

☒ Yes ☐ No

(4) Managers/supervisors understand grievance/complaint procedures?

☒ Yes ☐ No

M e m o r a n d u m

Date: July 10, 2008

To: Valley Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Sacramento Communications Center

File No.: 214.10987.10705.Second Quarter Chapter Inspection

Subject: INFORMAL CHAPTER INSPECTION – SECOND QUARTER 2008

Sacramento Communications Center has completed an informal chapter inspection for the second quarter of 2008. The attached HPG 22.1, *Area Resources Management Guide*, Chapter 16, Emergency Incident Management Planning, inspection was completed on June 14, 2008, with no discrepancies or corrections.



S. W. CHAMPION, Captain
Commander

Safety, Service, and Security